

Module 1 Lesson 5 Troubleshooting - Checklists

- OSI Model Troubleshooting Approach
- Layer 1 - Physical Layer
- Dead Phone
- Bad Display
- No sound
- Static on Calls
- Stuck on boot

Layer 2

- ISDN-T1
- Signaling Channels and B-Channels

Layer 3

- Routing
- Using Ping and Traceroute

Layers 4/5/6

- VPN Phones
- Phone Registrations
- SIP Signaling
- Firewall Event Logs

Layer 7 - Application

- Softphones / One-X Communicator

